

In the claims:

1. (Previously Presented) A method of processing calls in a call processing center of an organization that processes calls in support of enterprise activities of the organization, such method comprising the steps of:

the call center receiving a first call and assigning the first call to a live agent;
receiving a query about the enterprise activities of the organization from a caller during a second call through the call center of the organization;
translating the query into voice extensible mark-up language;
forming an answer to the translated query within an artificial intelligence engine of the call center wherein the artificial intelligence engine knowledge universe comprises the enterprise activities of the organization; and
the call center providing the determined answer to the caller.

2. (Previously Presented) The method of processing calls in the call processing center as in claim 1 wherein the artificial intelligence engine utilizes a caller call record including identity and contact history to form a context for forming the answer to the query and wherein the caller call record and the second call are delivered to the artificial intelligence engine at substantially the same time.

3. (Previously Presented) The method of processing calls in the call processing center as in claim 1 wherein the step of forming an answer further comprises forming the answer in the form of VXML code within the AI engine.

4. (Currently Amended) The method of processing calls in the call processing center as in ~~claim 3~~ claim 1 wherein ~~the step of providing the determined answer to the caller further comprises converting the provided answer into audible speech~~ artificial intelligence engine duplicates prior successful conversation strategies.

5. (Previously Presented) The method of processing calls in the call processing center as in claim 4 wherein the artificial intelligence engine utilizes the expertise and inputs associated with a live agent.

6. (Previously Presented) The method of processing calls in the call processing center as in claim 1 wherein the step of receiving the query further comprises detecting the query within at least one of an html document and an email.

7. (Currently Amended) The method of processing calls in the call processing center as in claim 1 wherein the artificial intelligence engine knowledge universe is limited to only the ~~the~~ enterprise activities of the organization.

8. (Currently Amended) An apparatus for processing calls in a call processing center of an organization that processes calls in support of enterprise activities of the organization, such apparatus comprising:

means within the call center for receiving a first call and assigning the first call to a live agent;

means for receiving a query about the enterprise activities of the organization from a caller during a second call through the call center of the organization;

means for translating the query into voice extensible mark-up language;

means for forming an answer to the translated query within an artificial intelligence engine of the call center wherein the artificial intelligence engine uses a knowledge universe which is limited to only the ~~the~~ enterprise activities of the organization; and

means within the call center for providing the determined answer to the caller.

9. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 8 wherein the artificial intelligence engine utilizes a callers call record including identity and contact history to form a context for forming the answer to the query.

10. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 8 wherein the means for forming an answer further comprises means for forming the answer in the form of VXML code within the AI engine.

11. (Currently Amended) The apparatus for processing calls in the call processing center as in claim 10 wherein the ~~means for providing the determined answer to the caller further comprises means for converting the provided answer into audible speech~~ artificial intelligence engine is not measurably objectively accurate in responding to queries.

12. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 11 wherein the artificial intelligence engine utilizes the expertise and inputs associated with a live agent.

13. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 8 wherein the means for receiving the query further comprises means for detecting the query within at least one of an html document and an email.

14. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 15 wherein the artificial intelligence engine implements a subset of second order logic.

15. (Currently Amended) An apparatus for processing calls in a call processing center of an organization that processes calls in support of enterprise activities of the organization, such apparatus comprising:

a voice extensible mark-up language interpreter of the call center adapted to translate a query about the enterprise activities of the organization from a caller during a call into voice extensible mark-up language;

an artificial intelligence engine of the call center adapted to receive the translated query in VXML form and adapted to form an answer to the translated VXML query within the artificial intelligence engine wherein the artificial intelligence engine uses a knowledge universe which comprises the enterprise activities of the organization; and

a speech synthesizer of the call center adapted to provide the determined answer to the caller.

16. (Currently Amended) The apparatus for processing calls in the call processing center as in claim 15 wherein the artificial intelligence engine knowledge universe is limited to a caller call record including identity and contact history for forming a context for processing the call and the artificial intelligence engine generalizes questions to reflect the objectives of the organization.

17. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 15 wherein the artificial intelligence engine forms the answer in VXML code and incorporates VXML responses into documents that are delivered to the caller in response to the call.

18. (Currently Amended) The apparatus for processing calls in the call processing center as in claim 15 wherein all calls to the call processing center are routed to the interpreter and wherein only exceptional calls are re-routed to a live agent.

19. (Original) The apparatus for processing calls in the call processing center as in claim 15 wherein the means for receiving the query further comprises a web site adapted to detect the query within an e-mail.

20. (Currently Amended) A method of processing calls in a call processing center of an organization, such method comprising the steps of:

- an agent terminal adapted to allow a first call to be handled by a live agent;
- the call center of the organization receiving a text-based question from a caller during a second call;
- converting the text-based question into a metaprogramming language understood by an artificial intelligence engine of the call center;

determining an answer to the text-based question within the artificial intelligence engine adapted to provide answers subjectively focused on the organization based upon a knowledge universe limited to ~~agenda~~ an agenda of the organization wherein the artificial intelligence engine encodes the answer in VXML code;
the call center providing the determined answer to the caller in the form of audible speech.

21. (Cancelled)